

Automation Alley Case Study



PERFORMANCE **DEMANDED.**
PERFORMANCE **DELIVERED.**

▶ BUSINESS REQUIREMENT

Automation Alley is a highly successful trade organization that began in Oakland County, Michigan, and has now expanded throughout Michigan. As per its title, the group is chartered to encourage the development of high-tech manufacturing and knowledge-based businesses in the region.

Automation Alley promotes the business interests of Michigan companies here and abroad. They act as a conduit for state and local government, and academia to drive business growth.

The organization is an advanced user of technology. Users represent the prototype of the knowledge worker and PMV supports these users with our Single Point of Contact Help Desk and remote monitoring of servers, desktops, laptops and hand held devices, as well as ongoing planning and CIO-level services.

▶ PMV SOLUTION

Our 7x24x365 Support Desk fields and responds to requests related to software, networking, and hardware issues.

The Single Point of Contact Support Model has proved invaluable to Automation Alley, supporting the varying needs regardless of location.

The PMV Guardian suite ensures that system performance is optimized and that the business value from Automation Alley's investment in technology is realized.

▶ ENVIRONMENT

30+ high powered advanced users of technology. Users are supported by PMV as desktop users and international road warriors.

Servers and desktops are managed by PMV's Guardian remote management solution which protects the organization from spam, virus, and network intrusion.

▶ PMV BENEFITS

By providing a support mechanism that services the user regardless of their location. All remote users receive the same exceptional service level.

By providing many services in the background, the user is not overly involved with support issues.

Technology costs are planned and primarily fixed, allowing for better overall financial management.

